

19<sup>th</sup> March 2020

County Hall  
Bythesea Road  
Trowbridge  
Wiltshire  
BA14 8JN

Dear All

We wanted to start by thanking everyone for the tremendous efforts they are putting in during this difficult time, in order to keep our children and young people safe and well, and make sure they feel supported. We have been really impressed in the way we have seen all organisations working together, and the way everyone is keeping up with the pace of change and seemingly remaining calm to those around them.

Wiltshire Council continues to have the wellbeing of its citizens, partners and staff at the heart of what we do, and we are doing everything we can to make sure that people feel supported throughout this time. We have teams across the council working from home in order to reduce the spread of the virus, and also to keep our staff as well as possible where they have any underlying conditions. We have other people working across the Council, supporting teams who are the most critical to business continuity, and the safety of children, young people and adults alike.

We must also acknowledge those teams that have been created to deal specifically with the impact of the virus, who have come together and are providing a well co-ordinated and measured approach to reassure everyone that we are all doing our best, and providing excellent co-ordination with everyone involved.

As you will know from the multitude of information available, this situation is extremely fast moving, and the advice is changing on almost a daily basis, to which we are responding. We rely heavily on the dedication and support of our many partners, providers and other organisations to support these efforts, and we must say that your response has been exemplary, and one to be proud of. This relates to organisations across the sector, whether charities, third sector providers, private providers or public bodies, and it is great to see such a joint effort from everyone.

The support and help available to organisations from central government is growing on a regular basis, and Wiltshire Council will be standing firmly behind you to make sure that we can meet this challenge together. There is information available for you to refer to regarding this support at <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19> and we will be happy to discuss this with you if you have any immediate concerns.

We will continue to keep in contact with you, with a regular conference call each Monday at 1pm for all Residential, Fostering and Care Leaver accommodation providers, and all Independent Special Schools, so please let us know if you have not received an invitation, and we will forward the appointment for your diary. These will be hosted by Gary Binstead, Head of Service for Families and Children's Commissioning, supported by colleagues from Social Care and Education.

In addition, the following support is also available for reference, advice and guidance if you have any questions.

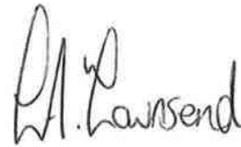
- A COVID-19 support team with a dedicated phone line **01225 718777** and email address [CandF.Commissioning@wiltshire.gov.uk](mailto:CandF.Commissioning@wiltshire.gov.uk)
- A webpage with up-to-date information about council services that may be affected by COVID-19, plus health advice and information: <http://www.wiltshire.gov.uk/public-health-coronavirus>

Thank you again for all your support, and we look forward to continuing to work together to meet this challenge over the coming weeks and months, and hope we can all emerge from this with even stronger relationships.

Kind regards



Terence Herbert  
Chief Executive Officer – People



Lucy Townsend  
Director of Children's Services